Welcome to

WWW.CPARS.NAVY.MIL

Overview Training

Agenda

- Welcoming Remarks
- CPARS Management
- CPARS Workflow
- Helpful Hints
- Planning for CPARS
- Summary
- Retrieval System (PPIRS)
- Focal Point Session

CPARS Management

CPARS Requirements - Contractor PPI

Office of Federal Procurement Policy and Federal Acquisition Regulations Require:

Collection and Maintenance of Past Performance Information (PPI) for Use in the Award Decisions for Competitive Solicitations

DoD Directed Collection and Use of PPI in 1998

CPARS Management

Regulatory Requirements

Federal Acquisition Regulation (FAR)

- FAR 42.15: Must Collect Contractor Past Performance Information
- FAR 15.304: Must Evaluate Past Performance Information in Competitive Procurements

Navy-Marine Corps Acquisition Regulation Supplement (NMCARS)

- NMCARS 5242.15: CPARS Shall Be Used When Preparing Performance Evaluations
- NMCARS 5215.305: PPIRS Shall Be Used as a Source of Past Performance Information

CPARS Management

Primary objectives of collecting Past Performance Information

- For use in future source selections
- Keep past performance information current
- Improve performance on existing contracts

CPARS Management

DoD Business Sectors/Thresholds

Business Sector	Dollar Threshold
• Systems	> $5,000,000
Ship Repair/Overhaul	> $ 500,000
• Services	> $1,000,000
Health Care	> $ 100,000
• Information Technology	> $1,000,000
• Operations Support	> $5,000,000
Fuels	> $ 100,000

CPARS Management

CPARS Growth

CPARS Navy/USMC “collection” system (1998)

- Air Force (11/00)
- Defense Logistics Agency (07/01)
- Other Defense Agencies
  - Missile Defense Agency (MDA)
  - Defense Threat Reduction Agency (DTRA)
  - Tricare Management Activity (TMA)
  - Defense Commissary Agency (DECA)
  - Defense Contract Management Agency (DCMA)

Today CPARS = DoD program!!

CPARS Management

CPARS Management Board (CMB)

- Purpose is to control system configuration and policy
  - Charter signed by Air Force and Navy
    - Brigadier General Scott, SAF/AQC
    - Rear Admiral Jenkins, ASN RDA
  - Members are from Air Force, Navy, Marine Corps, and DLA
    - Synergy
  - Meets 3x year
  - Minutes are posted to CPARS web site

CPARS Management

CMB Recent Accomplishments

- New CPARS release May 2004
  - Archiving
- CPARS Quality Checklist
  - Available at web site under “Quality”
- Revised Navy and Air Force policy guides
- NMCARS revised to reference CPARS/PPIRS
- Implemented 1 Day Training Seminars

CPARS Management

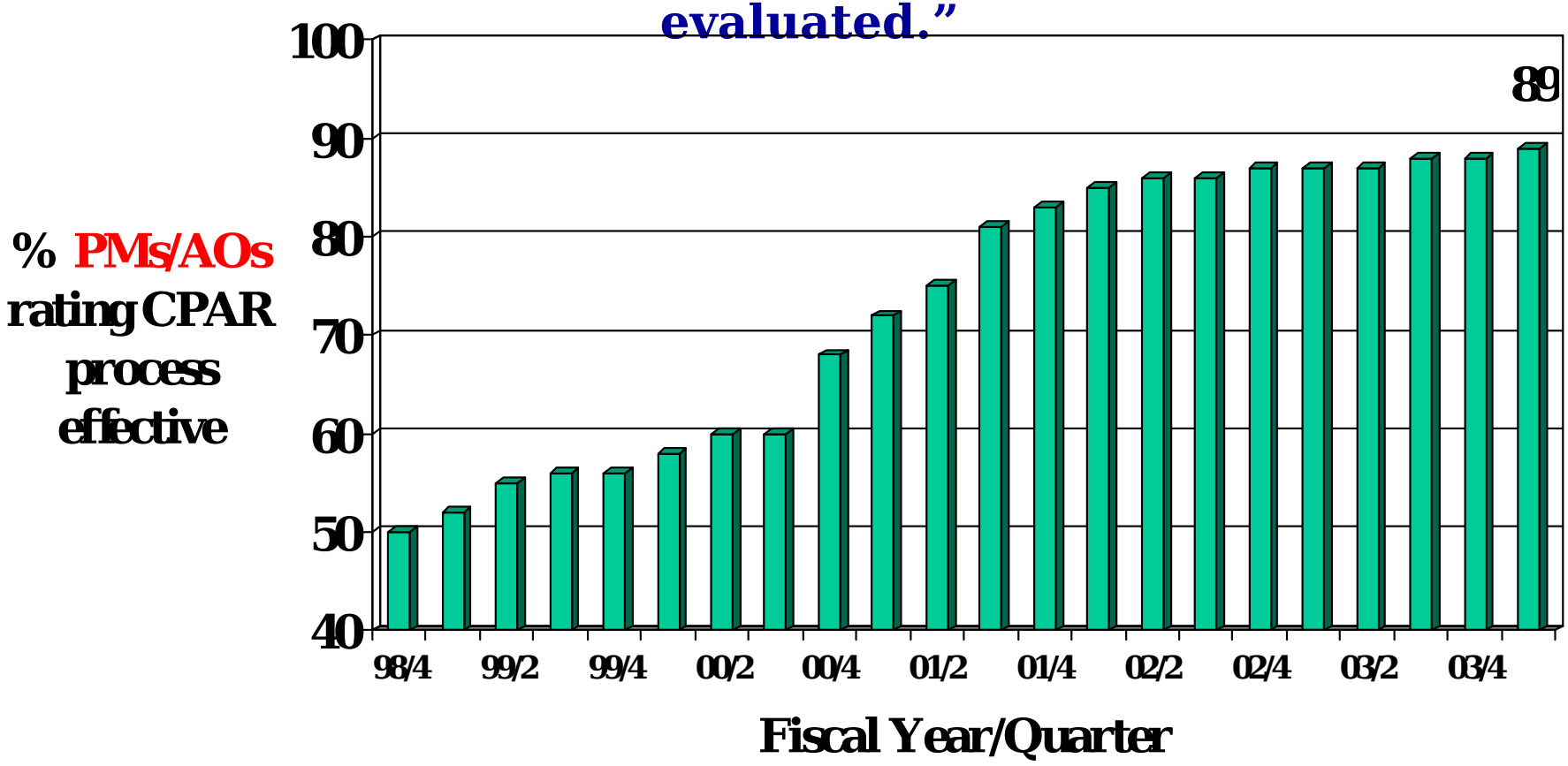
CPARS CMB

- Forwarding suggestions or concerns to CMB
  - Contact your CMB representative
  - “Feedback” in CPARS
  - webptsmh@navsea.navy.mil
  - powelldf@navsea.navy.mil
- All suggestions will be considered
  - You’ll receive a response!

CPARS Management

Metrics - Improving Communication

"Effectiveness of the CPAR process in improving communication between your activity and the contractor evaluated."

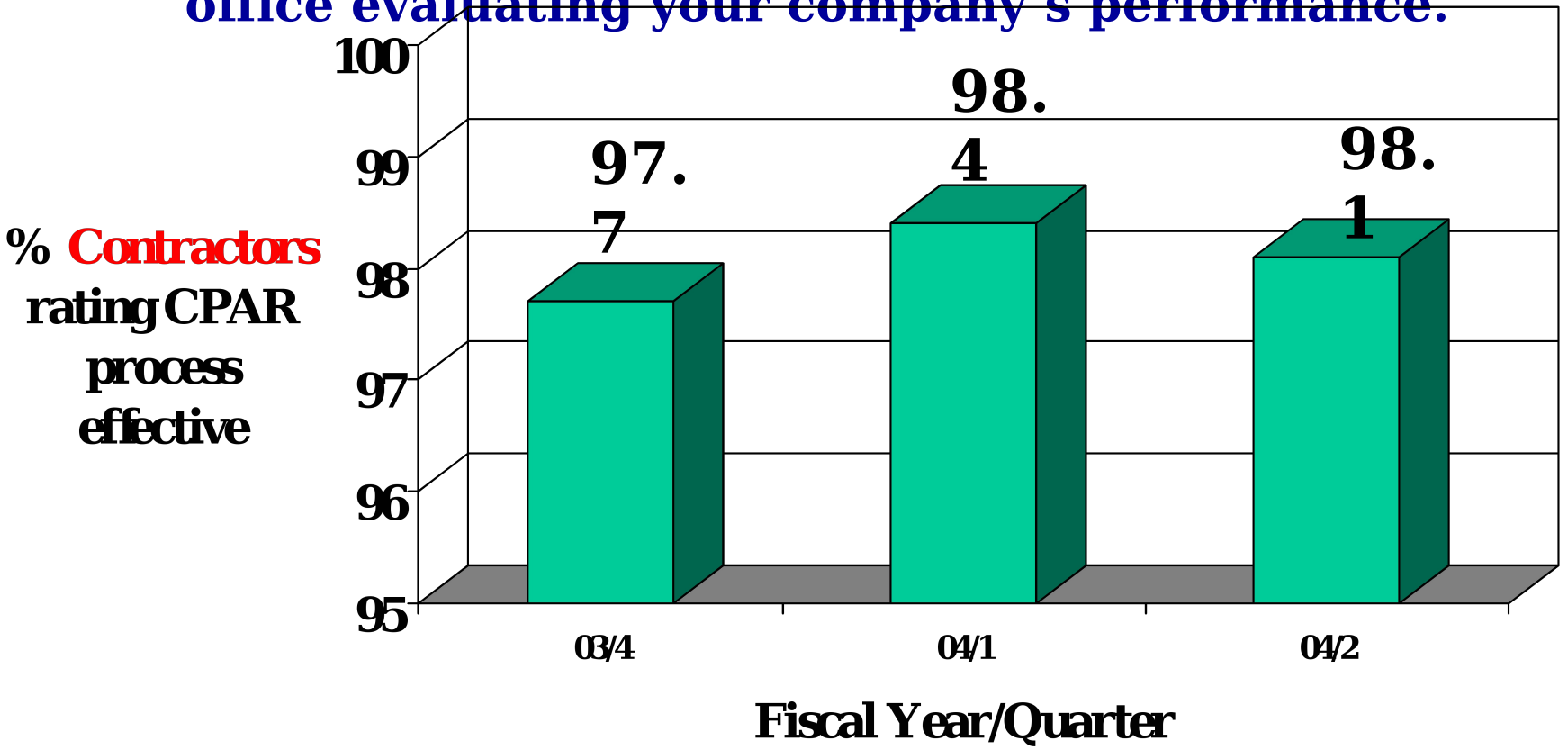


Data captured in CPARS metrics at http://cpars.navy.mil

CPARS Management

Metrics - Improving Communication

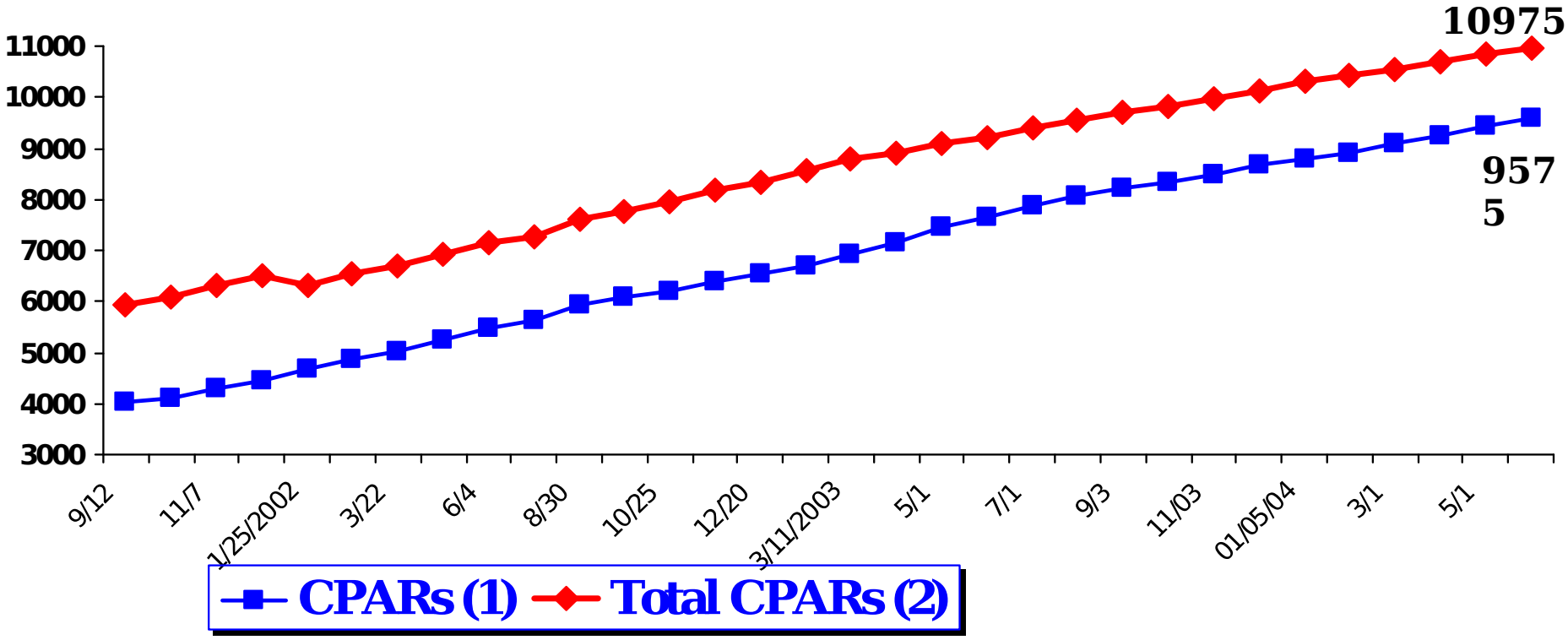
"Effectiveness of the CPAR process in improving communication between your company and the government office evaluating your company's performance."



Data captured in CPARS metrics at http://cpars.navy.mil

CPARS Management

Department of Navy Automated CPARS In Process / Completed

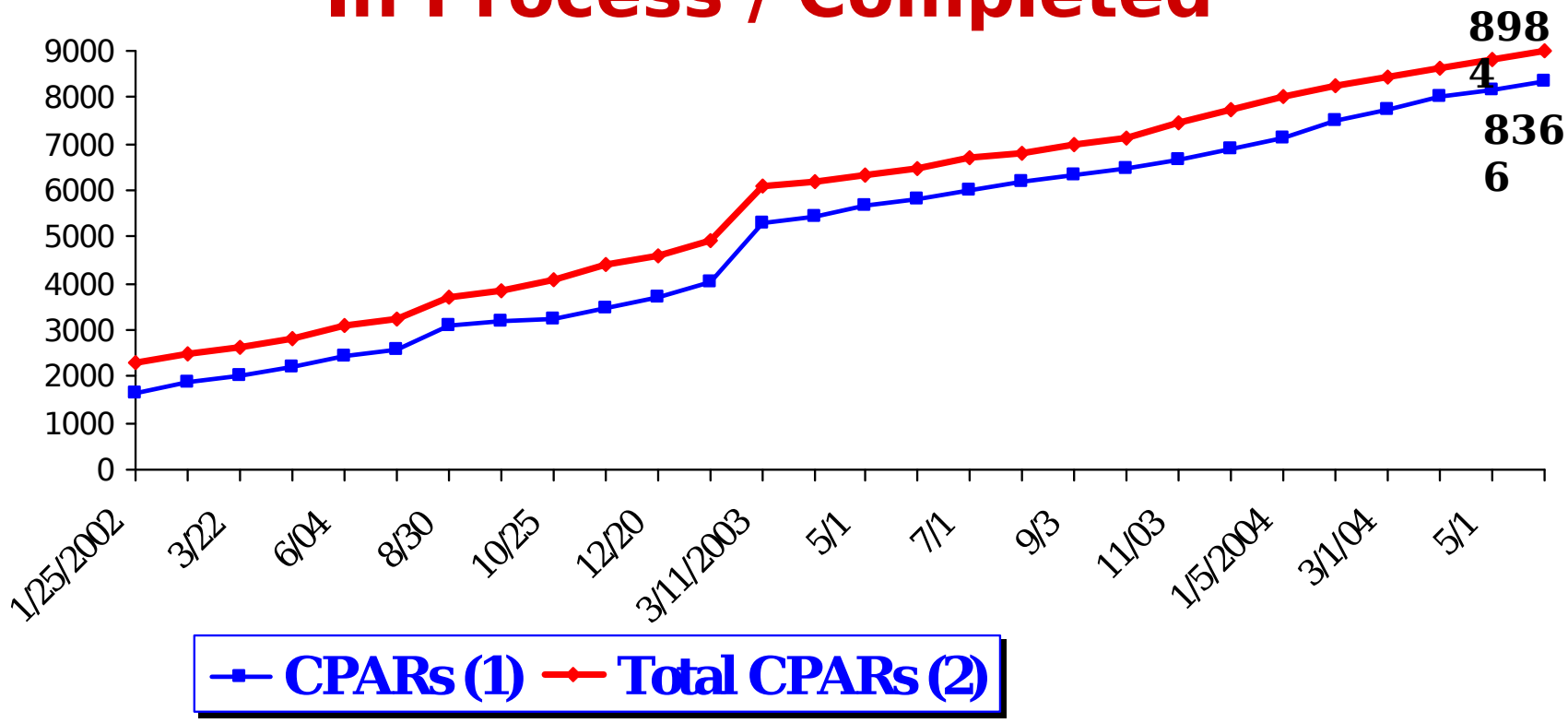


(1) In Automated System - Complete

(2) In Automated System - In Process & Complete

CPARS Management

Department of Air Force Automated CPARS In Process / Completed

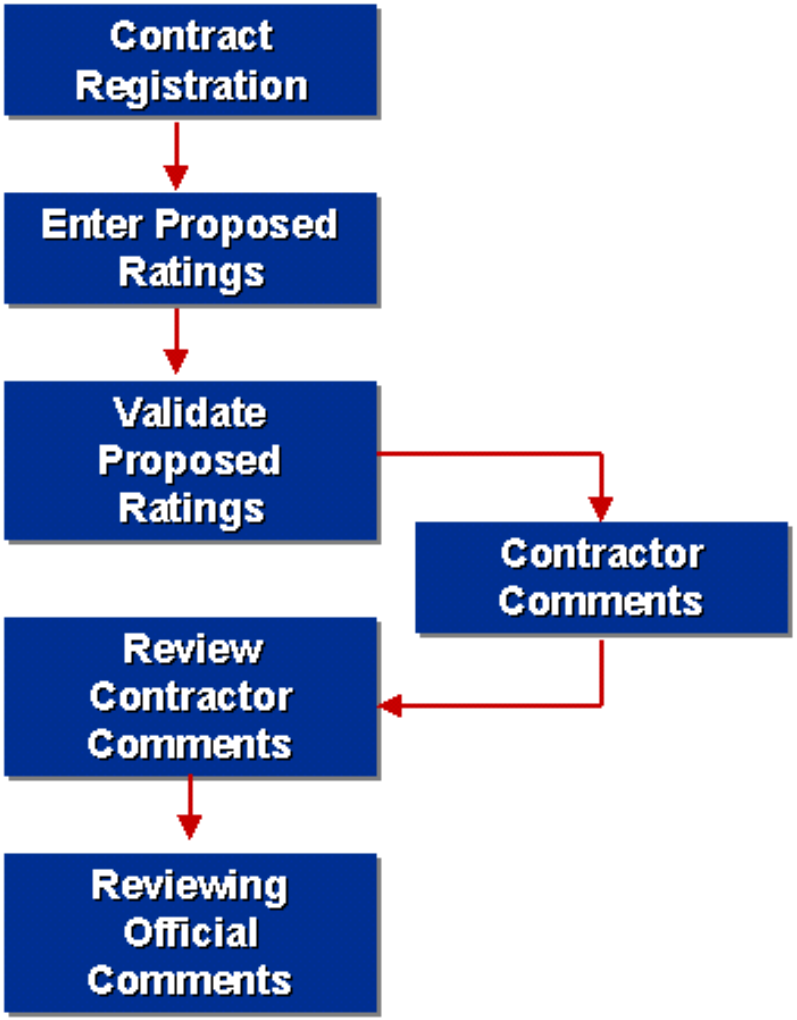


(1) In Automated System - Complete

(2) In Automated System - In Process & Complete

CPARS Workflow

Introduction



CPARS Workflow

Establishing a Game Plan

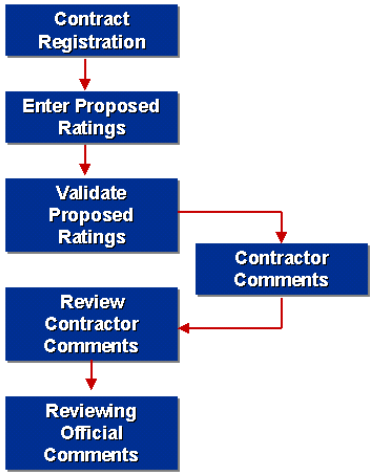
Roles

Required:

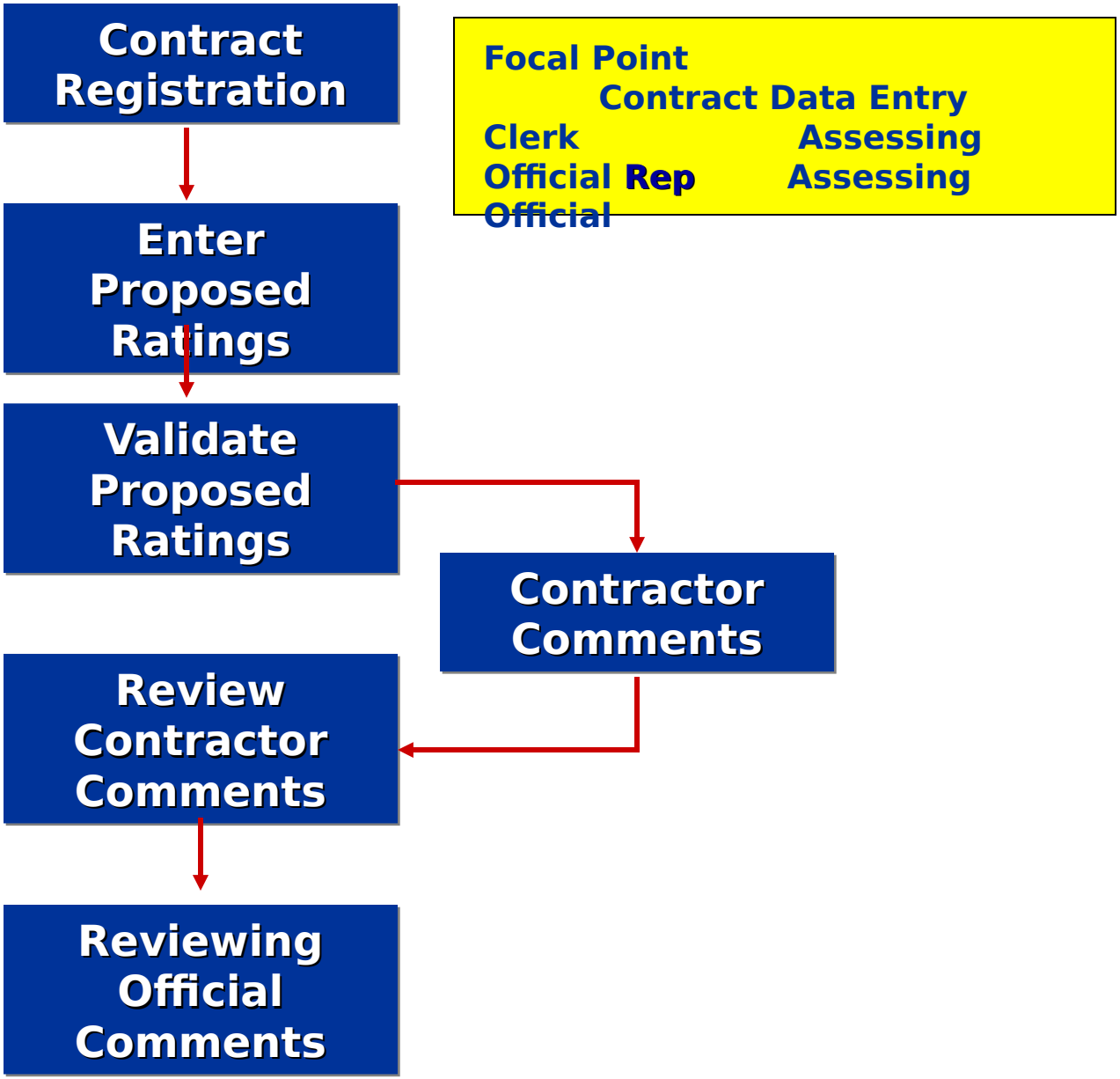
- Focal Point
- Assessing Official
- Contractor Representative
- Reviewing Official

Optional:

- Contract Data Entry
- Assessing Official Representative



CPARS Workflow



Contract Registration

Contract Registration

Requirements

- Register within 30 days
- Register 1 time per contract
- Enter basic contract information

CPARS Workflow

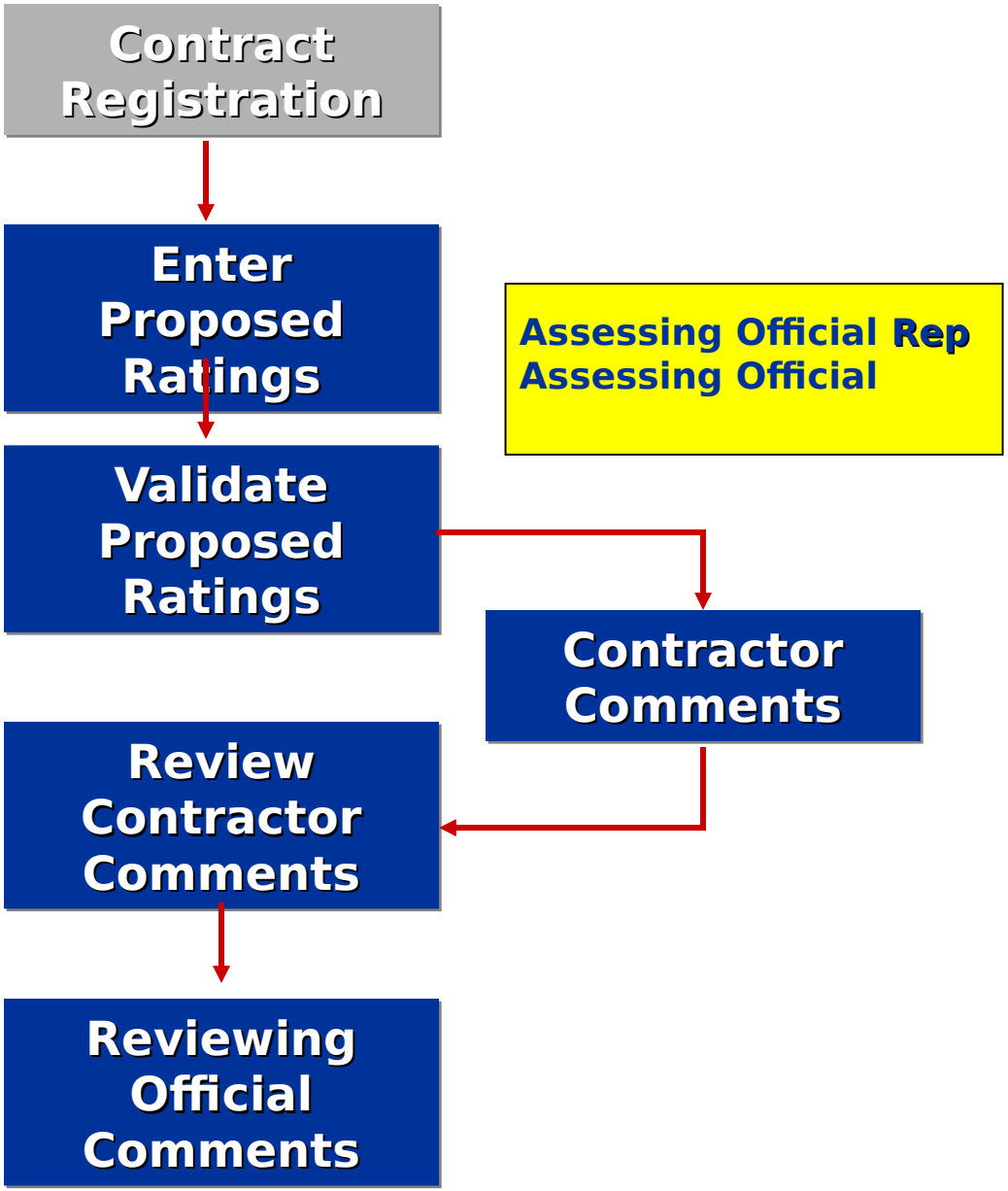
Contract Registration

Contract Registration

Guidelines

- **Verify CAGE, DUNS, FSC, and NAICS codes w/lookups (Block 1)**
- **Select correct Business Sector (Block 4)**
- **Include geographical location if applicable (Block 6)**
- **Verify up-to-date information for Contracting Officer, Contract Completion Date, Awarded Value and current Contract Dollar Value (Blocks 7, 9, 11, 12)**
- **Identify only subcontractors performing critical work or > 25% of dollar value (Block 15)**

CPARS Workflow



CPARS Workflow

Enter Proposed Ratings

Enter Proposed Ratings

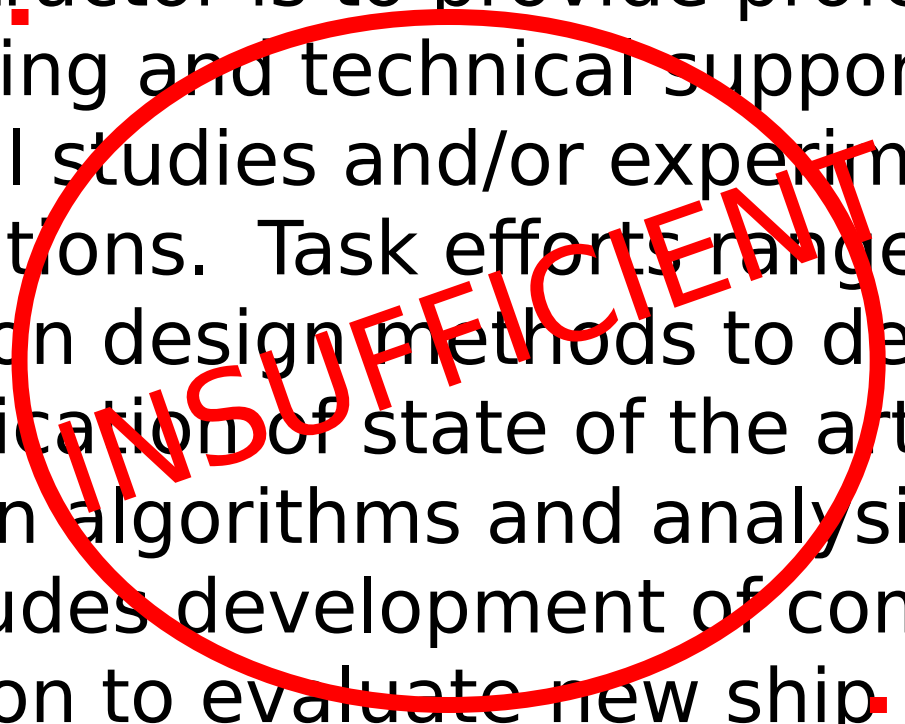
Requirements

- Due on an annual basis – each CPAR stands alone
- Completed within 120 days
- Select Report Type (Block 2)
- Enter Period of Performance (Block 3)
- Develop a comprehensive contract effort description

CPARS Workflow

Contract Effort Description (Block 17)

The Contractor is to provide professional level engineering and technical support in executing analytical studies and/or experimental investigations. Task efforts range from routine application design methods to development and application of state of the art damage prediction algorithms and analysis methods. This includes development of computer codes, application to evaluate new ship designs, and formulation of hardening options. Design and testing are also included.



CPARS Workflow

INSUFFICIENT

The Contractor is to provide professional level engineering and technical support in executing analytical studies and/or experimental investigations. Task efforts range from routine application design methods to development and application of state of the art damage prediction algorithms and analysis methods. This includes development of computer codes, application to evaluate new ship designs, and formulation of hardening options. Design and testing are also included.

BETTER

The Contractor is to provide **DoD-oriented** professional level engineering and technical support in executing analytical studies and/or experimental investigations **involving vulnerability and hardening of ship and submarine structures and equipment subjected to conventional or nuclear weapons effects, above or under water**. Task efforts range from routine application **of vulnerability assessment and hardening** design methods to development and application of state of the art damage prediction algorithms and analysis methods **to evaluate ship and submarine systems response to weapons loads**. This includes development of **improved vulnerability assessment** computer codes, application to evaluate new ship designs **against postulated threats**, and formulation of hardening options **to enhance ship survivability**. Design and testing **of ship hardening concepts and prototype passive protection systems** are also included.

CPARS Workflow

Enter Proposed Ratings

Enter Proposed Ratings

Requirements

- Due on an annual basis – each CPAR stands alone
- Completed within 120 days
- Select Report Type (Block 2)
- Enter Period of Performance (Block 3)
- Develop a comprehensive contract effort description
- Enter Proposed Narratives/Ratings

CPARS Workflow

Enter Proposed Ratings

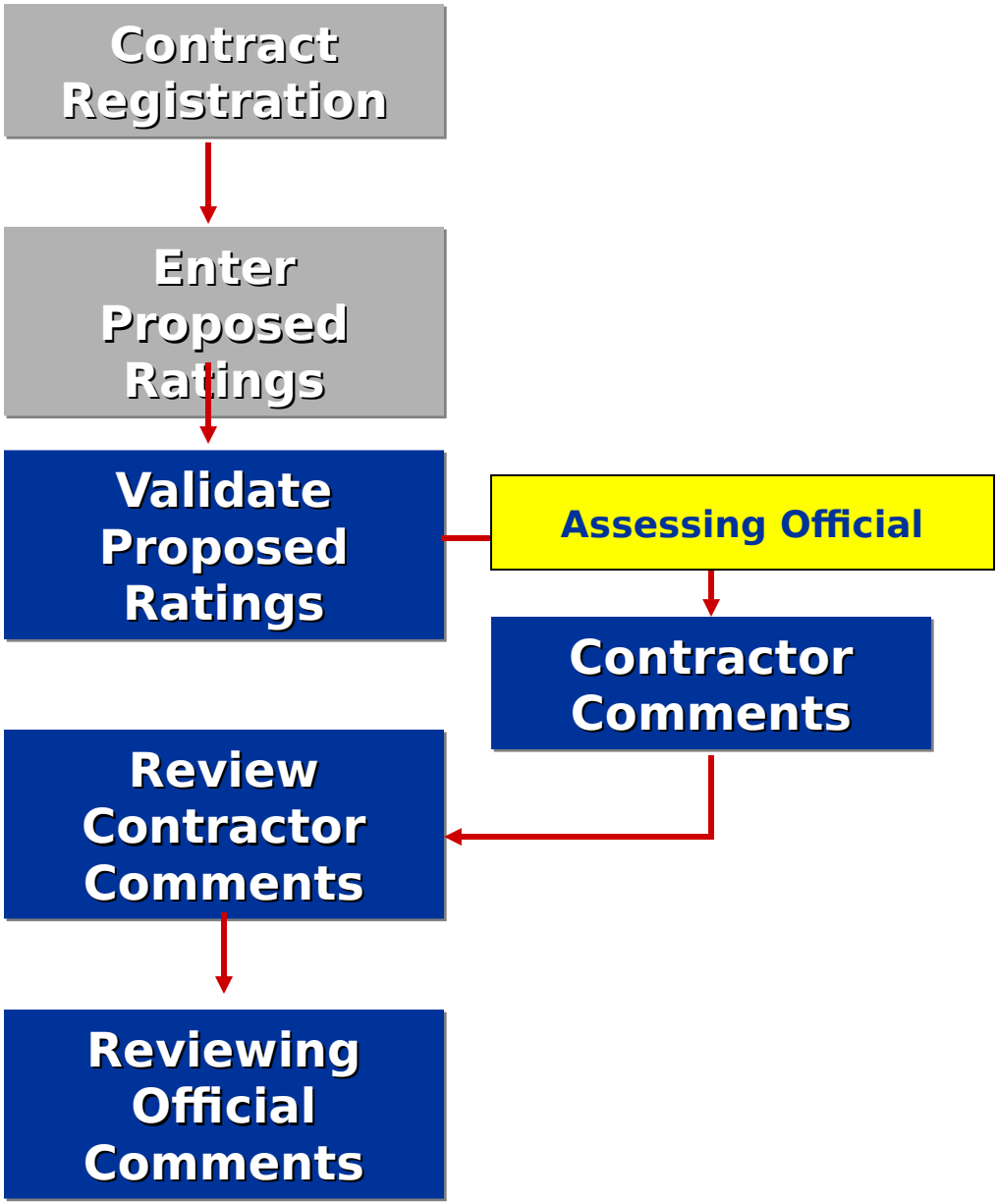
Proposed Ratings and Narratives

critical aspect of the CPAR

- **Allow the reader to gain a complete understanding of the contractor's performance on your contract**

- **Addresses contractor performance with respect to recency, relevancy, and quality**

CPARS Workflow



CPARS Workflow

Validate Proposed Ratings

Validate Proposed Ratings and Narrati

Requirements

- Review contract effort description
- Follow CPAR guide definitions
- Must rate each written narrative
- Review/Write clear & concise narratives
- Enter name
- Send to Defense Contractor

CPARS Workflow

Validate Proposed Ratings

Validate Proposed Ratings and Narrati

Guidelines

- Consistent with other program metrics
  - Earned Value Management
  - Award Fee & Incentives
  - Program Reviews
  - Informal Performance Assessment Repor

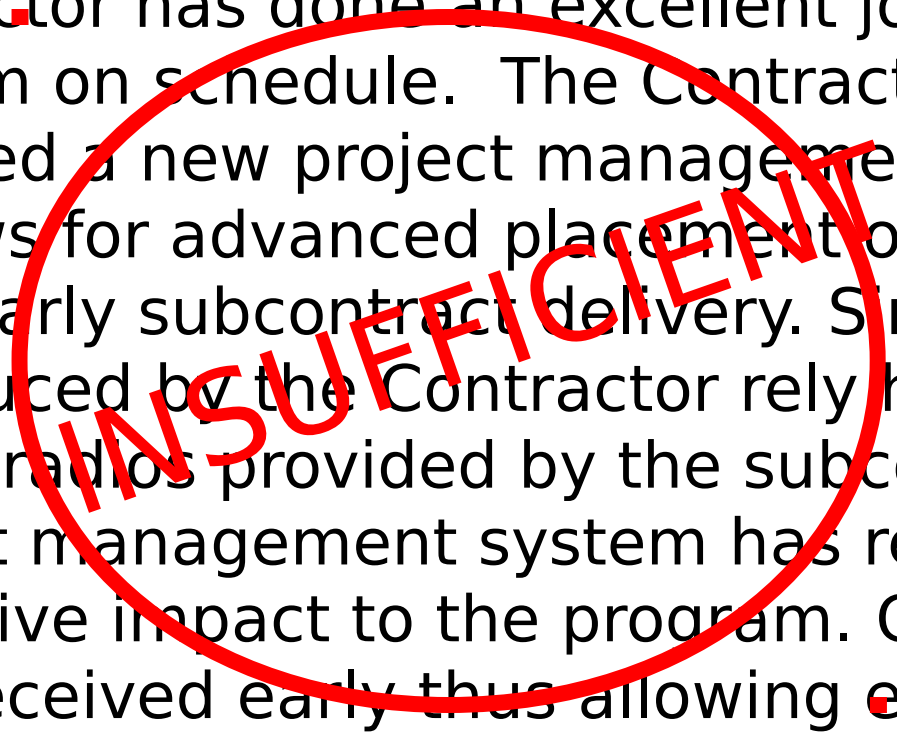
CPARS Workflow

Validate Proposed Ratings and Narratives

Show Consistency with other Program Metrics

Rating: Exceptional

The Contractor has done an excellent job in keeping the program on schedule. The Contractor has implemented a new project management system which allows for advanced placement of subcontracts to ensure early subcontract delivery. Since the kits being produced by the Contractor rely heavily on the cables and radios provided by the subcontractors, this new project management system has resulted in a major positive impact to the program. Component parts are received early thus allowing early discovery of component defects and prompt part replacement, as well as early starts on production runs.



CPARS Workflow

INSUFFICIENT

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BETTER

The Contractor has done an excellent job in keeping the program on schedule. The Contractor has implemented a new project management system which allows for advanced placement of subcontracts to ensure early subcontract delivery. Since the kits being produced by the Contractor rely heavily on the cables and radios provided by the subcontractors, this new project management system has resulted in a major positive impact to the program. Component parts are received early, thus allowing early discovery of component defects and prompt part replacement, as well as early starts on production runs. **The contractor's efforts have resulted in a Schedule Performance Index (SPI) of 1.10. In addition, the Contractor was commended for this effort at the most recent program review.**

CPARS Workflow

Validate Proposed Ratings

Validate Proposed Ratings and Narrati

Guidelines

- Consistent with other program metrics

- **Review ratings for consistency with narrat**

  - **In Some Cases, due to nature of work, it may be difficult to obtain a rating above Satisfactory/Green (i.e. low risk activities)**

CPARS Workflow

Rating: Satisfactory

"**Quality of Product or Service** - This contract is for the collection of refuse at XXX Air Force Base located near Anytown, USA. As part of its services, Contractor XXX is required to pick up 87 dumpsters across an approximate 30 square mile area, 12 hazardous waste containers, and 7 bio-hazardous waste material containers at the Medical Clinic located at the base. **Given the nature of the services performed for this contract and the schedule for refuse collection, it would be difficult to obtain above a Satisfactory rating for performance on this contract.** During this evaluation period, Contractor XXX met all of its refuse collection requirements on time as stated in the contract. Further Contractor XXX ensured that all of the tops of the dumpsters were closed after dumping to ensure that no foreign object debris (FOD) entered the flight line area despite the locale being in an area prone to high winds. There were no incidents of improper storage or disposal of the hazardous waste or bio-hazardous waste material during this reporting period. **Therefore, the rating of Satisfactory**

CPARS Workflow

Validate Proposed Ratings

Validate Proposed Ratings and Narrat

Guidelines

- **Support each assessment area**
- **Address the benefit/impact on the Govt**
- **Document problems & solutions**
- **Contain non-personal & objective stateme**
- **Be consistent with contract objectives**
- **Document contractor's performance relati to small business subcontracting goals**

CPARS Workflow

Validate Proposed Ratings

Validate Proposed Ratings and Narrat

Words & Phrases to Avoid

- The Contractor produced a superior product. In many instances, they performed engineering tasks **outside the scope of the contract**. (suggests contractor performed work not legally required)
- **In our opinion**, the Contractor's performance was very poor. (subjective phrase and suggests no firm evidence available)
- It **appeared** the Contractor lacked systems engineering expertise. (speculative remark that does not prove lack of expertise)
- **We believe** some contractual kit requirements will not be met. (speculative remark that does not prove requirements will not be met)

CPARS Workflow

Validate Proposed Ratings

Validate Proposed Ratings and Narrat

Words & Phrases to Avoid

- **We hope** that they can deliver 100 kits without significant deficiencies. (implies delivery of kits is a desire, not a contractual requirement)
- **We were not happy** with the initial factory testing. (emotional and subjective--should reflect justification for testing failure)
- **We did not like** the Contractor's "fly and fix" philosophy of testing. (results of fly and fix texts should be evaluated--not testing technique.)
- **We think** one reason for the poor systems engineering effort could be due to several electrical component deficiencies. (subjective and suggests no evidence available)

CPARS Workflow

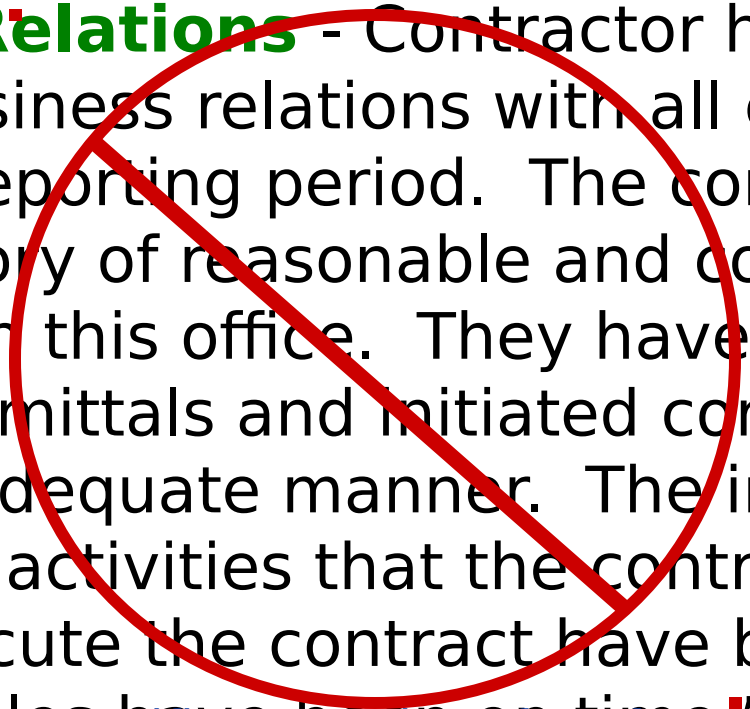
Rating: Exceptional

"**Business Relations** - Contractor has exhibited excellent business relations with all customers during this reporting period. The contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals and initiated corrective action plans in an adequate manner. The integration and coordination activities that the contractor has taken to execute the contract have been excellent. All deliverables have been on time."

CPARS Workflow

Rating: Exceptional

"**Business Relations** - Contractor has exhibited excellent business relations with all customers during this reporting period. The contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals and initiated corrective action plans in an adequate manner. The integration and coordination activities that the contractor has taken to execute the contract have been excellent. All deliverables have been on time."



Fails

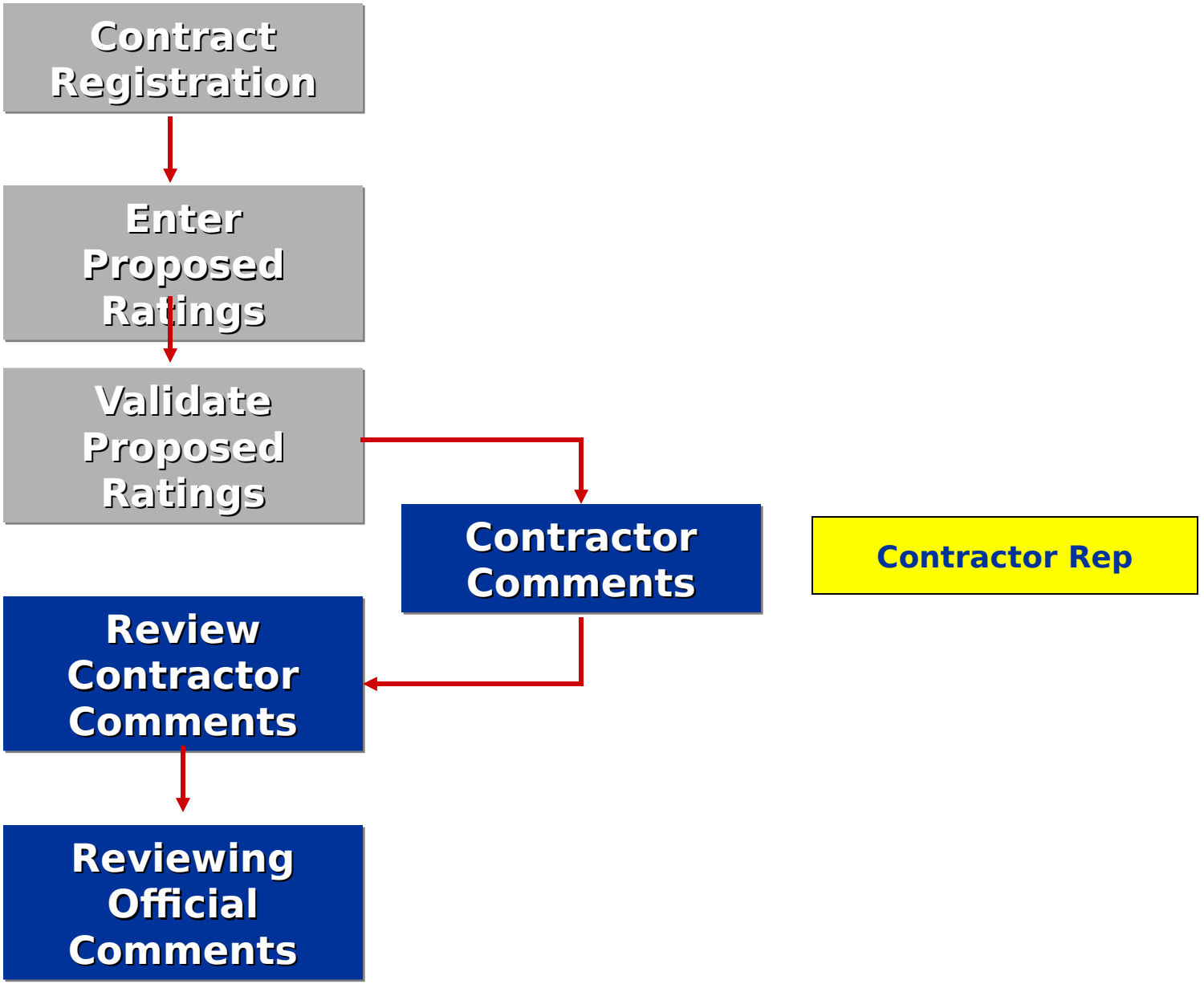
- To provide specific examples of performance
- To provide significant events or benefit to the Gov't
- To provide narrative on how the Contractor performed in small bu
- Goals attainment

CPARS Workflow

Rating: Exceptional

"**Business Relations** - Contractor has exhibited excellent business relations with all customers during this reporting period -- **this is evident in communications with Government personnel, employees and vendors/subcontractors. This is in part due to the contractor instituting a monthly team meeting between all Evaluators of the mission team.** The contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals **(23 submittals in 12 months)** and initiated corrective action plans in an adequate manner **(within 7 days).** The integration and coordination activities that the Contractor has taken to execute the contract have been excellent. All **17** deliverables have been on time **with no need for rework or clarification, which has allowed the Government to distribute them to their users in a timely fashion, thereby meeting the mission needs. During this evaluation period, the Contractor met all of its small business contracting goals. Through its aggressive market research, the Contractor was also able to locate two HUBZone and Service-Disabled Veteran-Owned small businesses to provide technical support in an area with historically limited sources.**"

CPARS Workflow



CPARS Workflow

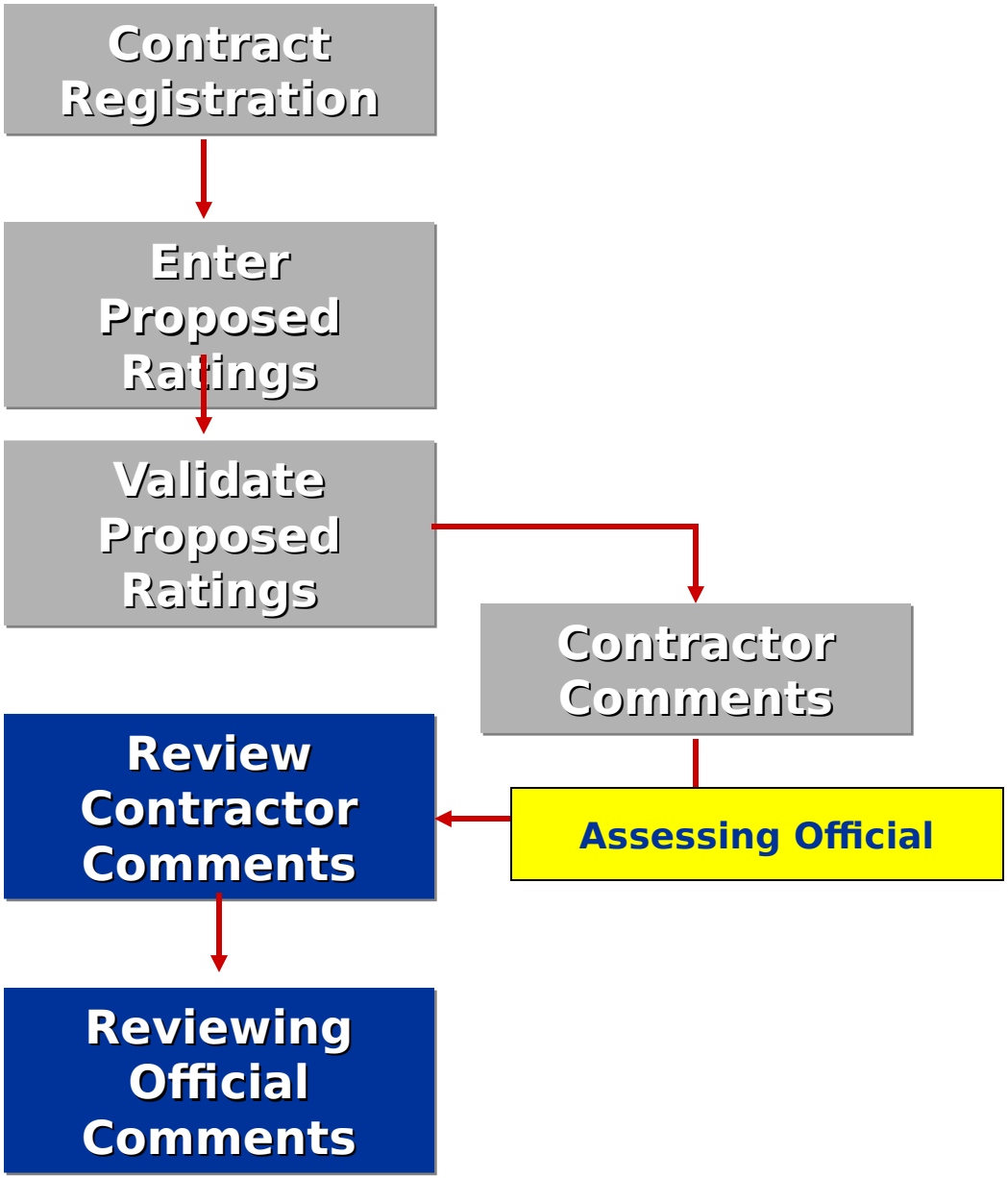
Contractor Comments

Contractor Comments

Responsibilities

- Review/Write clear & concise narratives
- 30 days to review entire CPAR
- Review ratings for consistency with narratives
- Enter concurrence, name & title
- Request meeting within 7 days to discuss CPAR (If applicable)
- Send to Assessing Official

CPARS Workflow



Review Contractor Comments

Review Contractor Comments

Requirements

- Review Contractor comments
- Close CPAR
- Modify CPAR
- Send to Reviewing Official

CPARS Workflow

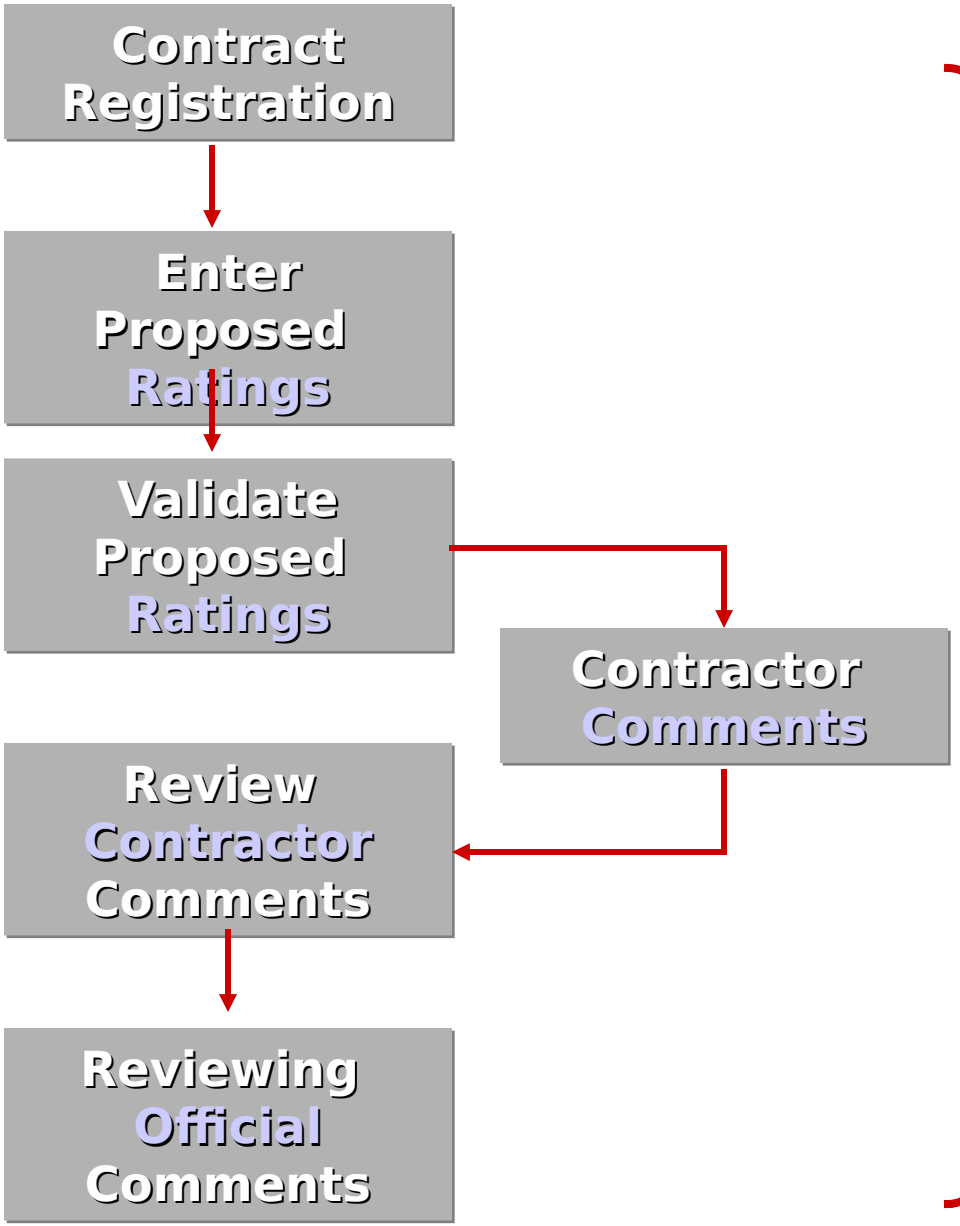
Reviewing Official Comments

Reviewing Official Comments

Requirements

- Review CPAR
- Settle Disagreements
- Write comments
- Close CPAR

CPARS Workflow



CPAR complete & sent to PPIRS

Additional Roles:

Defense Senior Management Representative

CEO, President CFO …

Command Point of Contact -

CMB Board Member

Senior Command Official -

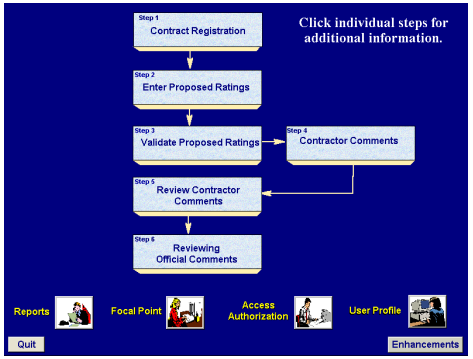
Higher level for monitoring

Helpful Hints

User Profile

- Password modification
  - Case sensitive
  - Reset by Focal Point or CPARS help desk
  - Must be modified every 90 days

- E-mail notifications
  - Workflow
  - Weekly reminders



Helpful Hints

Contract Registration:

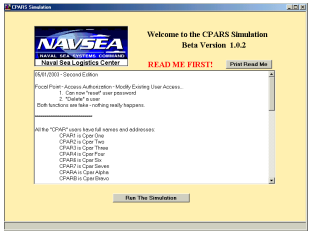
- Contract Input
- DOD Business Sector/Sub-sector determines form
- All dates contain 4 digit year
- All mandatory fields must be entered prior to saving

CPARS

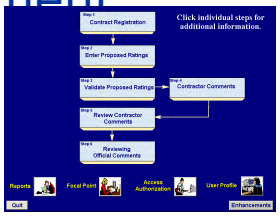
Helpful Hints

Assessing Official Rep, Assessing Official & Reviewing Off

- Meet with the Contractor
  - Define expectations
  - Keep communication open
- Create a Working CPAR
  - Draft On-line
  - or
  - Draft Word Document



- Multiple Access Level Assignment
  - Define expectations
  - Keep communication open
- E-mail notifications



Helpful Hints

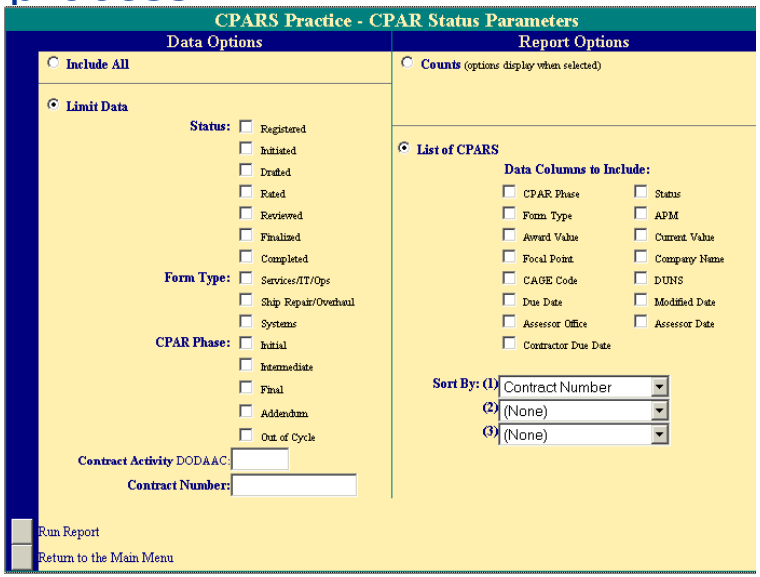
Multiple Access Level Assignment

- **Yes:**
  - Contract Data Entry
  - Assessing Official Representative
  - Assessing Official
  - Reviewing Official
- **No:**
  - Contractor Representative
  - Focal Point
- **Pros:**
  - One Userid & password
  - Allows flexibility
- **Cons:**
  - Switch may be confusing

Helpful Hints

Reports

- Keep the qualifications simple
  - Define expectations
  - Keep communication open
- Use the reports to monitor the process
  - CPAR Status
  - or
  - Contract Status



Planning for CPARS

Prior to Beginning of Assessment Period

- Discuss Performance Expectations
  - New Awards: Post Award Conference
  - Existing Contracts: Annual Program Review/Evaluation Meeting
- All Evaluators Should Have Copy of CPARS Guide & Understand Rating Definitions
- Be Aware That Changes in Contract Scope or Mission Emphasis May

Planning for CPARS

During Assessment Period

- Foster Continuous Government-Contractor Communication
  - CPAR Should Not Be “Mystery” to Contractor
- Document Contract Performance Regularly
  - Earned Value Management
  - Monthly Certificates of Service
  - Award Fee Evaluations

Planning for CPARS

Rating the Contractor

- Input From Entire Program Team
  - Program Manager
  - Contracting Officer
  - IPT Lead
  - Contracting Officer's Representative
  - DCMA Program Integrator
  - Engineering Experts
  - Logistics Experts
  - External Customers

Planning for CPARS

Completing the CPAR

- Consider Providing Contractor Draft Assessment
- Take Time to Acknowledge Contractor Concerns
  - Face To Face Meeting
  - Extend 30 Day Comment Period if Necessary
- Document File if No Contractor Comments Received
  - Transmittal Letter Email
  - Phone Conversations

WORKFLOW SUMMARY

CPARS SUMMARY

The Government's View

Increased Emphasis:

- **Reporting compliance**
  - **CPARs are not completed for all eligible contracts**
- **Quality**
  - **Narratives are the most critical aspect of the CPAR**
    - **Allows the reader to gain a complete understanding of the contractor's performance on your contract**
    - **Addresses contractor performance with respect to recency, relevancy, and quality**
- **Documenting Prime's compliance to sub-contracting goals**
- **Assure solicitation clauses allow contractors to reference completed CPARs where applicable**
- **Industry participation**
  - **Please access CPARS to review and comment on reports**

CPARS SUMMARY

Industry's View

Increased Emphasis:

- Compliance
  - CPARs are not being completed for all eligible contracts
- Perception--Used as a "big stick" rather than to improve performance
- Quality
  - Accuracy
  - Government must tell the whole story--document problems and successes
- Assure solicitation clauses allow contractors to reference completed CPARs where applicable.
- Timeliness
  - Completed late
  - Cover more than one year of performance

CPARS SUMMARY

- **Characteristics of a Win-Win CPAR:**
  - Fair
  - Relevant
  - Comprehensive
  - Repeatable Process
  - Timely
  - Accurate
  - Consistent

CPARS SUMMARY

Communication is Key!

- **Communicate! Communicate! Communicate!**
  - **Up Front**
    - **Identify expectations**
    - **Areas to be evaluated**
  - **Contractor and evaluators have copy of CPARS Guide**
    - **Provide at post-award conference**
    - **Provide prior to annual evaluation**
  - **Don’t wait until the annual evaluation to make contractor aware of their performance!**

Taking the time to prepare an accurate and complete CPAR helps ensure better quality in the products and services we buy now and those we plan to buy in the future!

NAVSEA
NAVAL SEA SYSTEMS COMMAND

PPIRS

- **A Federal repository for all completed assessments**
  - **Department of Defense (DoD)**
  - **National Institutes of Health (NIH)**
  - **National Aeronautics and Space Administration (NASA)**
  - **US Army Corps of Engineers**
    - **Construction**
    - **Architect-Engineer (soon)**

Access to PPIRS

- **Government**
  - Go to www.ppirs.gov and create an account
  - Provide justification for access
  - Join your “Group”
- **Contractor**
  - Controlled through Central Contractor Registration (CCR) process
  - Identify a Marketing Partner Identification Number (MPIN)
  - DUNS and MPIN becomes user ID and password for PPIRS
  - Go to www.ccr.gov for more information

THANK YOU

FOCAL POINT SESSION

CPARS

Focal Point:

- **Design a game plan**
  - Determine players
  - Define rules
- **Assigns Players/Access Levels**
  - Provides User-ids & Passwords
  - Resets Passwords
  - Transfer Access Levels
  - Deletes Users
  - Multiple Players/Access levels
- **Assists Players/Access Levels**